



PROBATION



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The Massachusetts Probation Service

Autumn Probation Conference Explores Multi-Generational Diversity

Juvenile Probation Pilots New Screening Tool



Shira Harrington of the Washington, DC-based Purposeful Hire Inc. leads the discussion on the multi-generational workforce at the Chiefs Conference.

The Massachusetts Probation Service and the Massachusetts Chief Probation Officers Association hosted the Annual Fall Leadership Conference at the Sturbridge Host Inn Conference Center.

Keynote speaker Shira Harrington of Purposeful Hire Inc. presented on the management of the multi-generational workforce and the dynamics of collaborating and working with a new generation of Probation Officers. More than 100 Chiefs from the five departments of the Trial Court attended this event. The session also focused on how social media and societal norms impact the work environment.

A new tool, designed to support judicial decisions for youths facing detention, is being introduced in six pilot courts across the state this fall which include Bristol, Essex, Hampden, Middlesex, Suffolk and Worcester counties.

The Massachusetts Juvenile Detention Alternatives Initiative (JDAI), funded by the Annie E. Casey Foundation, is providing judges with the new validated Juvenile Probation Appearance Screening Tool or (JPAST), an aid used to determine whether a minor before the court should be held on bail or released to the custody of a parent or guardian. The Massachusetts Juvenile Justice System began working with the Casey Foundation in 2006 to establish the JDAI with a strong focus on objective admissions screening. In 2008, a JDAI committee began focusing on the development of a screening tool.

"Effective admissions policies and practices rely on objective criteria to distinguish between youth that are likely to return to court at their assigned hearing date and those that pose more of a risk to default," said John Millett, State Supervisor for Juvenile Probation. "By guiding recommendations about which youth are more or less likely to appear in court, a tool can standardize the process and build a more equitable system."

"The goal of this effort is to build pre-trial services that support fair and effective decision making and provide a safe and cost-effective alternative to jail and provides diversionary pathways as appropriate," said Probation Commissioner Edward J. Dolan.

Plymouth Resource Center Hosts 4th Annual Harvest Recovery Tea

Several years ago, Mrs. Lana Staton, a substance abuse clinician at the Plymouth County Resource Center, was "brainstorming" new approaches to engaging female probationers who suffer with addiction by offering programming that helps them focus on alternatives to using drugs and alcohol.

Staton decided to host a high tea during Harvest season because she said Harvest is a time of renewal and planning. She recently hosted the Plymouth Resource Center's fourth annual Harvest Recovery Tea attended by 15 women probationers and a graduate of the center who shared words of encouragement.

"The focus of the tea is for the women to reflect on their recovery. Harvest is a time to rethink and prepare for change," said Staton.

As part of the celebration, the women were assigned a flower, plant, or tree and asked to speak of how it symbolized their journey to sobriety.

"The Harvest Recovery Tea is one example of how community corrections centers use evidence-based interventions to assist probationers with making the changes necessary to become productive citizens who are no longer involved in criminal activity," said Patricia Horne, Deputy Director of the Office of Community Corrections. "Ms. Staton has utilized the research that shows that women develop a sense of self and self-worth when they make healthy connections with others. She created the Harvest Recovery Tea to assist the women in the center with that process."

Sheila, a 53-year-old Plymouth resident and center graduate, said of the tea, "Something like this tea gives me so much encouragement. The center really pulled me out of a dark place."



Plymouth Resource Center client, Karen, on left, sits across from Mrs. Lana Staton, Center employee and Annual Harvest Recovery Tea creator. To learn more about the Harvest Recovery Tea, check out press release and photos at www.mass.gov/courts/probation.

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AUTUMN MESSAGE FROM COMMISSIONER ED DOLAN ON HIRING

Dear Colleagues:

Just as the Fall leaves gradually change colors, the Massachusetts Probation Service and its workforce are experiencing a transition. This transition includes adding vital resources in several critical positions in the most under resourced courts in Probation offices statewide.

The Probation Service along with Judicial support has spent a combined 357 days in interviews to fill 157 total positions between February and August 31, 2015. Probation Officers accounted for 101 full-time equivalents or positions posted and filled.

The 101 positions came on the heels of the completion of the new hiring exam. Forty-five of those hires were external candidates and 56 were internal to the agency. The internal promotions and transfers resulted in 56 additional vacancies that are being posted and filled in the ensuing months. Because of our extraordinarily high attrition rate, due to retirements primarily, coupled with two significant "hiring pauses," this new Probation Officer hiring effort netted the Service two additional full-time employees overall and six additional Probation Officers.

During the same period, the Service lost to retirement eight Chief Probation Officers, 14 Assistant Chief Probation Officers, and 155 employees overall. As this process continues, the cycle of retirements and backfills will diminish and the ranks of Probation Officers will begin to grow.

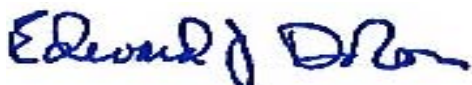
While this data seems daunting, the positive news is that the Probation Service will start to get traction and see significant and steady net increases in full-time employees in several jobs titles this Spring and Summer. The completion of the promotional exam for Chiefs and Assistant Chiefs opens up hiring for the eight Chief Probation Officer vacancies as well as the infusion of 42 brand new Assistant Chief Probation Officer positions. The goal is to post and hire these positions by December 2015. These will, of course, since they are promotional postings, create 50 vacancies that will need to be posted, interviewed for, and backfilled.

There are no new hiring pauses anticipated. A projected reduction in attrition through a slow down in retirements will help to increase overall gains to the Probation workforce in the next 12 months.

While this is a tremendous amount of work from posting to interviewing, to selection to training, workforce development is a critical foundational step to all our goals as a Service. Building organizational capacity and delivering high quality, evidence-based practice cannot be accomplished without the right resources, and sufficient numbers of highly qualified, well-trained and managed people are the primary resource of the Probation Service.

The Service is optimistic that these conditions will be met and that Probation will continue to gain traction to increase its staffing capacity and produce the results we all seek.

Sincerely,



Edward J. Dolan, Probation Commissioner



Edward J. Dolan

Newly Hired

NEW VICTIM SERVICES COORDINATOR

The Central Office of the Massachusetts Probation Service has hired a Victim Services Coordinator, Corinn Nelson, for its newly-established Victim Services Program. Nelson, who started her new position October 13th, will coordinate strategy to identify and assist crime victims. Nelson will provide direct victim services to Probation offices in the Worcester County area, monitor victim notification of warrants issued for probationers on the electronic monitoring device and conduct victim needs assessments. Prior to accepting this position, Nelson served as the Director of Outreach and Training for the Massachusetts Office for Victim Assistance (MOVA) And was the Victim Witness Advocate at the Plymouth County District Attorney's Office. She is a graduate of Bridgewater State University where she earned both her undergraduate and master's degrees in Criminal Justice.



Corinn Nelson

LEGAL UNIT HIRES NEW ADMINISTRATIVE COORDINATOR

The Legal Unit has hired a new administrative coordinator, Leslie Diaz. Diaz is responsible for administrative and paralegal activities, including responding to inquiries, monitoring and advancing projects, research, and reporting on legal issues assigned by unit attorneys. She also assists the keeper of record in the Legal Unit. Diaz comes to Probation from the Boston Housing Authority where she worked as a Residential-Information Property Assistant Specialist. Diaz earned a degree in Criminal Justice from Curry College.



Leslie Diaz

Probation Updates: News Briefs on Probation-Related Activities

VETERANS COURT GRADUATION: The Norfolk County Veterans Treatment Court will be holding its graduation on Tuesday, November 10th, 2 p.m., at the Dedham District Court, 631 High Street, Dedham. A group of five veterans are scheduled to graduate.

COMMUNITY CORRECTIONS OPEN HOUSE: The Suffolk Community Corrections Center hosted an Open House on October 21st. Probation Commissioner Edward J. Dolan, Chief Justice Paula Carey, and Court Administrator Harry Spence were in attendance. Other attendees included Boston-area Probation staff, judges, and representatives from service delivery organizations such as Whittier Street Health Center, and the Boston Medical Center.

TRIAL COURT ADDRESS: In the State of the Judiciary Annual Address at Adams Courthouse on October 20th, Supreme Judicial Court Chief Justice Ralph Gants spoke of fees, \$1,020 for a defendant with a felony, imposed on indigent offenders. Court Administrator Harry Spence talked about Probation's evidence-based practices and the need for more personnel.

DRUG COURT GRANTS: The Trial Court was awarded \$1.375 million in federal grants to expand services for probationers enrolled in the Bristol County Juvenile Drug Court and Barnstable County Juvenile Drug Court. The Bristol County Juvenile Drug Court has been awarded a two-year, \$400,000 grant from the Office of Justice Programs, a division of the federal Department of Justice. The grant will be used to enhance family engagement in the three sites of the Bristol County Juvenile Treatment Courts: New Bedford, Fall River, and Taunton. It will also fund three positions: a Family Engagement and Outreach Coordinator, a case manager, and a part-time research assistant. A three-year \$975,000 grant was awarded to the Barnstable Drug Court by the Substance Abuse and Mental Health Services Administration (SAMHSA) to expand the Drug Court's participants from 50 to 90 people.

South Korean Probation Officials Visit Massachusetts Probation Service

Three Probation Officials from Korea visited the Massachusetts Probation Service this summer to learn about the agency's practices as it works to enhance its own approach to supervision. Last Spring, Probation also hosted Attorney Chintamane Ghate of Modern Law College in Maharashtra, India. (See June 2018 issue of Probation Update). The agency will host a Probation official from Singapore in November. Probation Update spoke with Eunyong Park, Yuhee Jeong, and Kihwan Kim about their visit. Below is a Question and Answer Column on their reflections of the visit.



Left to right: Ms. Eunyong Park, Ms. Yuhee Jeong, Brian Mirasolo, Field Services Administrator; Probation Commissioner Edward J. Dolan; and Mr. Kihwan Kim.

Q & A

Why did you decide to visit The Massachusetts Probation Service?

We wanted to know how Probation works in Massachusetts because this is where Probation started. We realized through the visit that Massachusetts is among the leaders of Probation in the United States.

What did you hope to take away from the visit?

We are planning to develop an effective interview guide that Probation Officers can use in Korea. We are especially interested in Motivational Interviewing (MI). Massachusetts systematically applies MI for offender interviewing. It is impressive that MI trainers train Probation Officers, then Chief Probation Officers who then train Probation Officers. Chief Probation Officers seemed to be MI experts.

How does Probation work in the Republic of Korea?

The Ministry of Justice is in charge of Probation and Parole. The Probation Department is part of the Crime Prevention Policy Bureau and the Ministry of Justice is the headquarters of Probation and Parole services. There are 58 Probation offices nationwide.

How long has Probation been in place in Korea?

Probation started for youth (juvenile) offenders in 1989. It has expanded to adult offenders, including domestic violence and prostitution offenders. Recently, electronic monitoring with GPS tracking, sexual impulse medication treatment, and sex offender registration were adopted in Korea.

How many people are on probation in Korea?

There are about 70,000 offenders on Probation in Korea. There are 51,000 on both Probation and Parole; 7,000 sentenced to community service; 7,000 ordered into programs; and 23,000 on electronic monitoring. The Probation Department at the Ministry of Justice manages 23,000 sex offender registration cases.

What types of crimes are people in Korea placed on probation for?

According to 2013 statistics, violent crime, 21.1%; traffic crime, 20.2%; property crime, 25.2 %; sex crime (7.9%); drug crime (1.3%). Most offenders are placed on probation by suspended sentence. Parolees and post prison offenders are Under 10%.

What did you see in Massachusetts that you would like to replicate in Korea?

The Ohio Risk Assessment System Interview Guide is a good example of the interview guide which we are planning to produce.

We are trying to increase the effectiveness of Probation and reduce offender's recidivism. We developed a supervision manual for violent, sex, and drug offenders. We produced counseling programs for youth offenders. We are operating a Task Force Team to develop the manual for violent sex and drug offenders.

Worcester District Chief Is Named Award Winner

Worcester District Chief Probation Officer Maureen Chamberlain was recently honored with the Massachusetts Probation Service's Ovation Award.

Chamberlain, a 22-year Probation employee, was recognized for her work as chief and as the manager of the Worcester HOPE/MORR Program (Honest Opportunity Probation with Enforcement/Massachusetts Offender Recidivism Reduction) and for her work assisting women with prostitution offenses.

"I appreciate being selected as the award recipient, and I consider the recognition as affirmation of the high quality of work performed by the ENTIRE Worcester District Court Probation staff."

The nearly year-old HOPE/MORR program received an "A+" grade on the initial research results conducted by Pepperdine University in California. For 14 years, Chamberlain has also co-facilitated the DAWN (Developing Alternatives for Women Now) Program which provides education and support in a group setting for area prostitutes.

"As a supervisor, Maureen is intelligent in her actions and fair to employees. She addresses their needs as they occur and she recognizes strengths in her employees, said Region 5 Regional Supervisor Elizabeth Daignault.

Daignault added, "As a Regional Supervisor, I can always depend on Maureen."

The Ovation Award is presented by the Central Office of the Massachusetts Probation Service to acknowledge an employee's exemplary work. Nominees must be in good standing; well-regarded by his/her colleagues as a leader; and dependable. Candidates must also be creative, innovative and willing and able to serve when called upon. Individual efforts must also be aligned with the priorities of the agency.



Worcester District Chief
Maureen Chamberlain.

Photo by
Elizabeth Daignault,

Region 5 Regional
Administrator

Probate & Family Probation Host Domestic Violence Awareness Events

October is Domestic Violence Awareness Month and two Probate & Family Court Probation Departments hosted events to bring attention to this issue.

Middlesex County Probate & Family Court Probation hosted the "Silent Witness" exhibit October 19th-23rd. This traveling exhibit, provided by REACH Beyond Domestic Violence, featured 13 free-standing, life-size, red silhouettes which each represented female and male victims of domestic violence who were murdered in Massachusetts over the past year.



"Domestic violence is an issue that affects many families. This exhibit helps educate the public on the devastating effects of domestic violence, said Middlesex Probate & Family Court Chief Probation Officer G. Scott Angelo."

There were 13: 11 women and two men. Each silhouette, displayed the name and story of each person. The exhibit was displayed just outside of the Probation Department on the first floor. It was funded by the Judicial Institute, Violence Against Women (VAWA) grant.

Suffolk County Probate & Family Court Probation Department conducted a Domestic Violence Awareness training October 14th. The training included an overview of the recently passed domestic violence act and explored how domestic violence and trauma impacts parenting and how parents present in court. The training also focused on how to identify domestic violence risk factors, how trauma affects the brain, and decision making process regarding leaving or staying in an abusive relationship.

"The vast majority of cases in the Probate and Family Court have some history of domestic violence, either between the parties, or in their families of origin. It impacts our daily operations," said Suffolk Probate & Family Chief Probation Officer Marguerite Riley, "I think it is important for my staff, as well as staff at all levels of the court system to have an understanding of domestic violence."

Employees Trained In Suicide Prevention To Share Knowledge

In 2011, there were 588 confirmed suicide deaths in Massachusetts, according to the Massachusetts Coalition for Suicide Prevention. The Massachusetts Probation Service is preparing Probation Officers to help identify vulnerable clients through special trainings.

The most recent is a "Train the Trainer" initiative where three Probation employees— Training Director Patricia Gavin and two Plymouth District Court Probation Officers Monica Coven and Melissa Melia—recently participated in a one-day Suicide Prevention Certification session. The "Question, Persuade, Refer" training was sponsored by the Massachusetts Department of Public Health Suicide Prevention Program.

This "Train the Trainer" certification is nationally-recognized by the QPR (Question, Persuade, Refer) Institute, according to Gavin.

The day-long training/certification prepares the student/instructors to teach members of their community, Gavin said. The Department of Public Health underwrote the \$400 per person cost for the training. In exchange these individuals commit to training a minimum of 25 colleagues each within 12 months of course completion.

This training will be offered to Probation Officers in the coming months, according to Gavin.

Probation On the Move

Deputy Commissioner Is Panelist At New England Drug Court Conference

Michael Coelho, Deputy Commissioner-Programs Division, was a panelist at the recent New England Drug Court Conference, "Drug Courts: Where Justice and Treatment Meet" in Marlborough. The panel discussion, "New England Specialty Courts: How to Define Success. The panel, moderated by Judge Robert Ziemian, explored how Drug Court effectiveness is measured. The event took place earlier this month. More than 450 people attended the conference.



Michael Coelho

Charlestown Chief Addresses Suffolk County Youth

Boston Municipal Court-Charlestown Chief Probation Officer Michelle V. Williams was a featured speaker at Suffolk County Sheriff Steve Tompkins' Summer Enrichment Program in Boston which targets Suffolk County 11th and 12th graders who are interested in careers in law enforcement. Williams spoke about the role of Probation in the court system.



Michelle Williams

Research Director Presents At National Conference In Phoenix

Probation Research Director Laura Lempicki presented at the JDAI (Juvenile Detention Alternatives Initiative) National Conference in Phoenix, Arizona on September 29th.



Laura Lempicki

In "We have data! Now, what do we do with it," Lempicki discussed how to report data that can inform the JDAI mission of addressing juvenile detention and reducing juvenile detention.

Chelsea Chief Is Among "One Hundred Powerful People"

Chelsea District Court Chief Probation Officer Carmen Gomez was featured in the El Planeta newspaper's "POWERMETER 2015: The 100 Most Powerful People for Massachusetts Latinos."



Carmen Gomez

Gomez was recognized for her work in the courts. She shares the "100 Most Powerful" honor with Boston Mayor Martin Walsh, Suffolk District Attorney Daniel Conley, and Red Sox baseball player David Ortiz.

NEW IN PROBATION

Bristol Probate & Family Opens New Interview Room For Children



Probation Officers Ana Rodrigues and Ryan Lefebvre review notes in new Child Interview space.

A child-friendly interview space has been created at the New Bedford location of the Bristol Probate & Family Court. The space is being used to interview and assess children who are the subject of a child custody case.

Bristol Probate & Family Chief Probation Officer Michele Mullin collaborated with Register of Probate Gina DeRossi, who allowed Mullin to re-design Registry Office space at the court.

The décor features child-sized furniture, books that reflect the diverse population the court serves, as well as fidget toys to help children focus while they are being interviewed, according to Chief Mullin. There is one other dedicated child interview space in the state at Norfolk Probate & Family Probation Department.

"The goal was to design a room that allows Probation Officers to interview children in a safe, neutral, child-centered environment, said Chief Mullin. "With the completion of the child-friendly space, Probation Officers will now have the option of conducting interviews in a space designed for children to feel more physically and psychologically secure during the interview process."

Interviews are ordered by a judge who relies on Probate & Family Court Probation Officers to gather information used in determining a child's relationship with a parent or parents as well as to assess a parent's credibility. Interviews typically explore parental relationships, parenting strengths and weaknesses, issues around discipline, substance use by parents, as well as domestic violence and mental health issues that might impact a child, according to Mullin and Norfolk Probate & Family Court Chief Probation Officer Donna Feinberg.

SHARE A STORY

Story Submission and Event Calendar forms are available through your Regional and Statewide Supervisors or contact:

Coria Holland,

coria.holland@jud.state.ma.us

The submission deadline is the 20th of the month prior to publication. The Probation Update is published monthly.

PROBATION OFFICERS MAINTAIN SAFETY AT BOSTON'S CARIBBEAN CARNIVAL



Back row, left to right: Bradley McNichols, Probation Officer (PO) at BMC-West Roxbury; Meaghan Mills, BMC-West Roxbury PO; Matthew McDonough, Chief at BMC-West Roxbury; and Shirby Stewart-Best, Suffolk Juvenile PO. Front, left to right: Lori Singleton, PO at Woburn District; Robert Nagle and Frank Larmond, Suffolk Juvenile PO's; and Logan Ritchie, BMC-West Roxbury PO, on Blue Hill Avenue, Dorchester.

A group of Boston Municipal Court (BMC), Suffolk Juvenile Court, and one Woburn District Court Probation Officers worked with Boston Police officers to ensure safety along the parade route of the 42nd Annual Caribbean Carnival on August 29th.

The carnival route begins at Martin Luther King Jr. Boulevard, travels down Warren Street and ends in Franklin Park, Dorchester, and attracts more than 200,000 people from Massachusetts, across the country and abroad.

Boston Municipal Court Regional Administrator Renee Payne coordinated the team of Probation Officers who assisted police with crowd control. Lori Singleton, Woburn District; Frank Larmond, Suffolk Juvenile; Lisa Butler, Suffolk Juvenile; Simone Johnson, Assistant Probation Officer, Norfolk Juvenile; Brad McNichols, BMC-West Roxbury; Meagan Mills, BMC-West Roxbury; Robert Nagle, Suffolk Juvenile; Logan Ritchie, BMC-West Roxbury; Shirby Stewart Best, Suffolk Juvenile; Ronald Whitehead, Suffolk Juvenile; Matthew McDonough, Chief PO-BMC-West Roxbury; Rhonda Greene, BMC-Central; Julie Jacob, BMC-Central; and Shayna Simmons, BMC-Central; were among the Probation Officers who worked at the festival. The group also helped reunite a lost child with her parents.

Worcester Superior Probation Staff Serves 2,000 Meals



Left to right: Worcester Superior Office Manager Chrissy Ruuska, APO Maggie Estremera, Probation Case Specialist Susan Couture, St. Johns Food Pantry Director Bill Riley, and ACPO Jean Curtin.

Worcester Superior Court Probation staff organized to give back to their community by working at a local food pantry for a whole week. During their own personal time, the 14 Probation Officers volunteered at the St. John's Food Pantry in Worcester where they prepared and served food for more than 2,000 people. They helped out at the shelter during the 7 to 11 a.m. breakfast rush and at dinner time. The Probation staff prepared and served food; washed pots and pans; cleaned tables; and swept floors. Volunteers included Probation Officers Melissa Charlton, Anthony Gigliotti, Carlos Villamarin, Miluska Munoz-Noriega, Timothy Dupre, Joseph Delnegro, Maura Tatro, Laura Tagliaferri, Joe Bonilla, Meghan Fettes, Geraldo Alicia, and Marie Mecurio; ACPO's: Jean Curtin and Ray Loughlin; APO Maggie Estremeria; and Support staff: Chrissy Ruuska, POM, Susan Couture, PCS; Diane Brown, POS, and Theresa Earle, Account Clerk.

Probation Photo Gallery:
The Massachusetts Probation Service Celebrates National Night Out 2015



Probation Officer II Keith Gibbings, Robert Burke, Probation Officer Kristen Vella, and Agawam Police Chief Eric Gillis.

Hampden County Juvenile Probation Officer Keith Gibbings, one of the founders of Agawam's National Night Out, joined law enforcement colleagues and local residents in celebrating the event's third anniversary at School Street Park in Agawam. In 2012, the first year of the celebration, 400 people attended. This year's event drew a crowd of 1,200 and featured demonstrations by the Massachusetts State Police k-9 units, live entertainment, a DJ, face painting, and food.



Massasoit Community College Police Sargent Obiajunway Onjiogu, Brockton Mayor Bill Carpenter, Plymouth Juvenile Chief Probation Officer Joel West, and Massasoit Police Officer Robert Hoey.

Plymouth County Juvenile Probation Department participated in Brockton's National Night Out event at the Campanelli Stadium. The night's event included a Brockton ROX semi-professional baseball team game, dance performances, and food.

THE PROBATION UPDATE NEWSLETTER

Probation Update is an internal publication featuring the current news of The Massachusetts Probation Service.

Please forward newsletter story suggestions or comments to:

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